

<b>Position Title:</b>	Customer Experience Business Partner	<b>Classification Level:</b>	Level 6
<b>Position Number:</b>	Generic 62	<b>Location:</b>	Midland
<b>Reports To:</b>	Senior Manager Customer Experience, Level 7	<b>Positions Under Control:</b>	0
<b>Branch/Section:</b>	Land Titles Regulation/ Customer Experience	<b>Job Families/ Function:</b>	Strategy and Service Delivery
<b>Business Unit:</b>	Registration Services	<b>Leadership Context:</b>	Leading Others – Knowledge Leader

## Business Area Overview

The Registration and Customer Service team focus on delivering quality and timely information to our stakeholders and customers, while registering and securing all land transactions in Western Australia in the State's Land Title Register for all private and state-owned land. We focus on delivering customer service across multiple channels and sites, to those who seek to do business with Landgate; while assisting the Registrar and Commissioner of Titles to maintain the integrity of the Land Titles Register and meet the needs of our community, government and industry customers, at a local, State and National level.

## Role Summary

The Customer Experience Business Partner is responsible for handling the more complex customer queries, often involving cross all business units. These queries relate to providing standard support for the services delivered by other Landgate teams, and services which don't clearly align to one team. They oversee the management of feedback and reporting from across the business, and coordinate across the business customer policies, standards, practices and work instructions for central service delivery. They assist in planning for the improvement and testing of customer related applications.

## Responsibilities

- Manage complex customer queries across all business units, focusing on resolution and customer satisfaction, matching their needs to Landgate data, products, and services.
- Manage customer service applications, including overseeing their use, planning, testing and improvement roadmap.
- Deliver clear product updates to internal and external stakeholders and engage with industry bodies, local and state government as required.
- Manage and support customer improvement programs aligned with strategic goals, maintaining visibility of all related projects and ensuring timely and efficient outcomes.
- Provide customer insights and advocacy into projects through involvement in boards and working groups.
- Engage with customers to identify needs and opportunities for enhanced service delivery, including consultation and market research.
- Maintain a register of customer improvement programs, collaborating with business units to drive improvements.
- Influence senior leadership to set and deliver customer-related goals and build strong relationships with stakeholders and service providers to support comprehensive improvement programs.
- Maintain and ensure delivery of a Relationship Management Framework to support the relationship management of major customers by the core business units.
- Adheres to Work Health and Safety (WHS) policies and procedures that ensures the safety of staff and customers.

- Acts with integrity at all times, demonstrates behaviours aligned with Landgate's code of ethics and works within relevant policies and procedures, contributing to the accountabilities of the team.
- Performs other duties as directed.

## Essential Role Requirements

### Expected Behaviours

Landgate has adopted the Public Sector [Leadership Expectations framework](#), and this role sits in the **Leading Others context**. Leadership in this first formal positional leadership context is about motivating and enabling others to deliver high quality work that contributes to the agency.

- **Lead collectively** – You link the work of your team and your domain of expertise to the agency's objectives and can explain this linkage clearly to others.
- **Think through complexity** – You think critically and strategically to solve problems and enhance effectiveness across your team or work area.
- **Dynamically sense the environment** – You adapt your communication style to target audience to influence or persuade.
- **Deliver on high leverage areas** – You identify and understand the competing priorities of your work area, prioritising essential tasks and making adjustments as appropriate.
- **Build capability** – You contribute to the development of those in your team or work area by understanding their current capabilities and striving to develop them further.
- **Embody the spirit of the public service** – You display and embody the spirit of public service in all your decision-making interactions and professional activities.
- **Lead adaptively** – You proactively extend your knowledge, skills and expertise to ensure your contribution continues to add value.

### Experience/Qualifications

- Ability to research and provide customer solutions within a regulatory environment

## Desirable Role Requirements

- Well-developed written and verbal communication skills

## Appointment Conditions

- National Police Clearance

## Reporting Relationships

<b>Reports to:</b> Senior Manager Customer Experience, Level 7	<b>Other positions reporting to this position:</b> Customer Experience Consultant, Level 5 (x4) Customer Solutions Advisor, Level 4 (x2) Customer Training and Assessment Coordinator, Level 4 Administration Officer, Level 1
<b>This position:</b> Customer Experience Business Partner, Level 6 (x2)	<b>Direct reports:</b> Nil

## Certification

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These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Business Unit	Name	Date
P&C Senior Advisor, People Culture and Environment	Kim Davis	30/06/2025
Director Land Titles Operations	Jo Dorian	30/06/2025

**Effective Date:** 1 September 2025